Filing Reports Electronically with the
New Hampshire Public Utilities Commission

Overview

The New Hampshire Public Utilities Commission (Commission) has traditionally required regulated industries to submit a variety of reports in printed format, including an original and seven copies. In order to assure efficient agency operations and to avoid unnecessary burdens on the utilities it regulates, the Commission directed its staff during the summer of 2003 to conduct a review of all reports provided to the Commission. Staff completed this review, in part, to determine whether certain reporting requirements should be eliminated because they were no longer useful or contained duplicate information provided in other reports. In its review, the staff also identified which reports and forms could be filed electronically. As part of Order Number, 24,223, issued on October 24, 2003, the Commission found that the filing requirement would be satisfied by filing one electronic copy and one paper copy with the Commission.

The Electronic Report Filing System (ERF) provides Commission stakeholders with a web based means of submitting these reports. The process is relatively simple and is accessible from the Commission's Regulatory page.

What's involved?

The Electronic Report Filing (ERF) process at the New Hampshire Public Utilities Commission involves several steps:

1) Completing an on-line registration form
2) Waiting for notification from the Commission that you have been activated as a user
3) Logging in at the Commission site using your Email address and a password you requested during registration
4) Making a few simple selections at the File Upload page and then attaching the files you wish to send to the Commission.

Please note that, since the State of New Hampshire relies heavily on Microsoft technology, you must use version 5.1 or higher of Internet Explorer to effectively access the ERF system.

How do I? . . .

- ### Get Help while On-line

The majority of this User Guide is available on-line by clicking the yellow "Help" button approximately one-third down the page on the right hand side of the screen. Clicking the "Help" button will cause the left hand section of your browser window to "split" and display several help links. You may close this section of your browser window at any time by

clicking the "X" icon on the line titled "Search Companion." Please see the image below for an example of how this would appear on the File Upload screen:

Close the help area by clicking here. To view on-line help, click the "Help" button here.

- **Register as a new user**

    Before submitting your first reports electronically to the NHPUC, you must register with the Commission.   The web address for the ERF Login screen is: www.puc.state.nh.us/OnlineReports/Login.aspx.   An image of the Login screen is shown here:

You should access the Registration Request page by clicking on the "Need to Register?" button. After clicking on this button, the following Registration form will appear in your browser:

You must complete all fields on the form, which include:

- **Your Email Address.** This field will become your user name in the Electronic Report Filing System. It is critical that you enter this address correctly; otherwise the system will not recognize you and you will be unable to login. In the event your email address changes, you will need to repeat the registration process using your new email address, or you may also contact the Commission and request your email address be changed.
- **Your Name**. Please enter your first name, followed by your last name.
- Representing. You should enter the name of the utility where you are employed or which you represent.
- **Street Address**. The full street address where your company or firm is located.
- **City**. The full name of the city where your company or firm is located.
- **State/Province**. Please enter the two character abbreviation of the state or province where your company or firm is located.

- Zip Code. The five digit or extended nine digit Zip Code must be entered here.
- Telephone Number. Your phone number should be entered in the form (603)271-1234.
- Password. This is the password you would like to use in the ERF. You must enter this value twice to insure you entered it correctly.

Once you have entered all the requested data, click the "Submit" button. The following popup message will appear in your browser and you will be redirected to the Commission Regulatory page after clicking the OK button:

An Email confirming your request will be sent to you immediately, as show here:
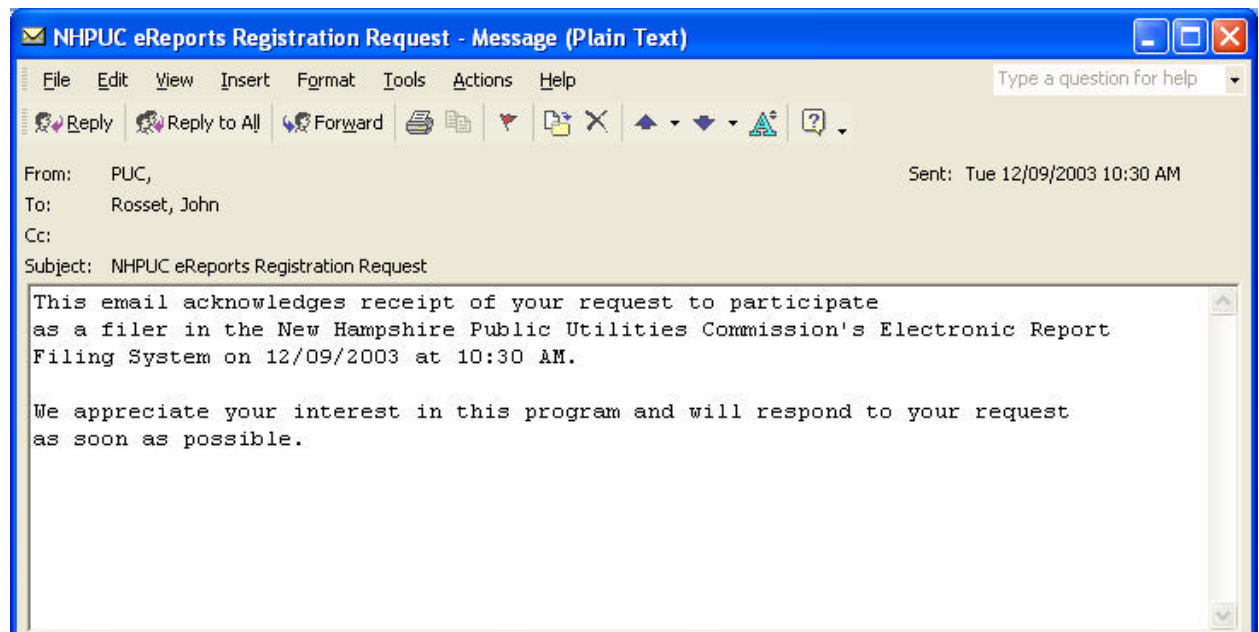
The registration request will also be emailed to the Commission at the same time. You will be notified by the Commission when you have been added as a user to the ERF system. Once you have received this Email, please continue on the next step.

- **Login**

You must enter your Email address along with your assigned password in the appropriate fields on the Login screen. The "Submit" button should then be clicked. If you have

entered your Email address and password correctly, you will be redirected to the File Upload page. If you see an "Invalid Login" error as shown below, please try reentering your Email address and password to make certain you did not enter one or both incorrectly.

- ## Retrieve a Lost Password

  If you previously registered but have forgotten your password, please click the "Forgot your Password?" button on the Login screen. The system will then look up the password for the Email address you entered and Email your password to you.

- ## Change My Password

  After you have registered as a new user with the NHPUC and been notified of your activation in the Electronic Report Filing System (ERF), you may change your password at any time. You may select this option from the main Login screen by clicking on the "Change Password?" button. Once the Change Password form is visible (shown below), please enter the new password you would like to begin using. You must reenter the new password in the "Confirm Password" field to insure you have entered it correctly. After

clicking the "Submit" button, you will be redirected to the Login screen where you should reenter your Email address and the new password you selected.

- **Upload Reports and Forms**

The File Upload page allows you to submit up to two reports, with ten files attached to each report, at a time. By repeating this process, you may send as many reports as you wish. An image of the File Upload page is displayed here:

The Upload page contains the following fields, all of which are required:

- Industry Type. Please select the industry group which best describes your company.

- Industry Segment. If you selected **Telecom** as your Industry Type, you will be required to select an Industry Segment to help describe the reports you are submitting.   Please note that if **Telecom** is not selected, the Industry Segment will not be visible.
- Company Name. Please select the name of the company whose report you are submitting. It is important to note this list is filtered by your Industry Type to make the selection process easier.
- Report Name. You may select up to two reports per screen from the lists provided. Please note the report names will also be filtered based on your selection of Industry and, if appropriate, Industry Segment.
- Report Date. If the report you are submitting covers a specific time period, such as an Annual Report for 2003, you should use the Report Date drop down field to select a date (e.g. 12/31/2003) which reflects the end of the report period. If you leave this field blank, the current date will be used to note when the report was submitted.
- Confidential Materials. To protect the confidentiality of a file, please click the "Confidential?" box to the left of each file. Clicking one of the confidential boxes the first time will cause the following warning to pop-up:
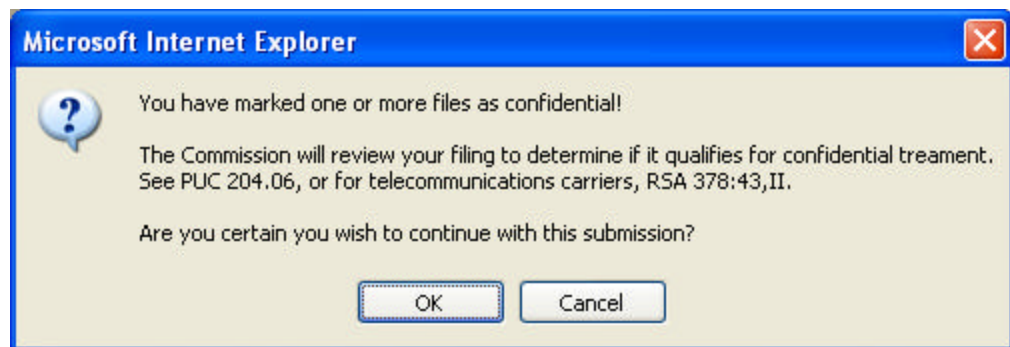

To request confidential treatment of a file, you must click the "OK" button to continue. Your materials will be treated confidentially until a determination is made.

- Attach Report Files. These fields allow you to attach the actual reports or forms which will be submitted to the Commission. (These files may be up to 16 megabytes in size.) The "Browse" button next to each file name will allow you to search for the report you need to submit from the contents of your local and/or network drives. It is important to note the files on the left hand portion of the screen will be attached to the Report Name on that side of the screen, while the files on the right hand area will be associated with the Report Name in that section.

Once you have entered all the above information, please click the "Submit" button. If there were any errors, such as a missing "Report Name," an error message similar to the one shown here will be displayed:

If all the necessary information was entered, you will be redirected to a page notifying you of the success of your upload (please see the image below).
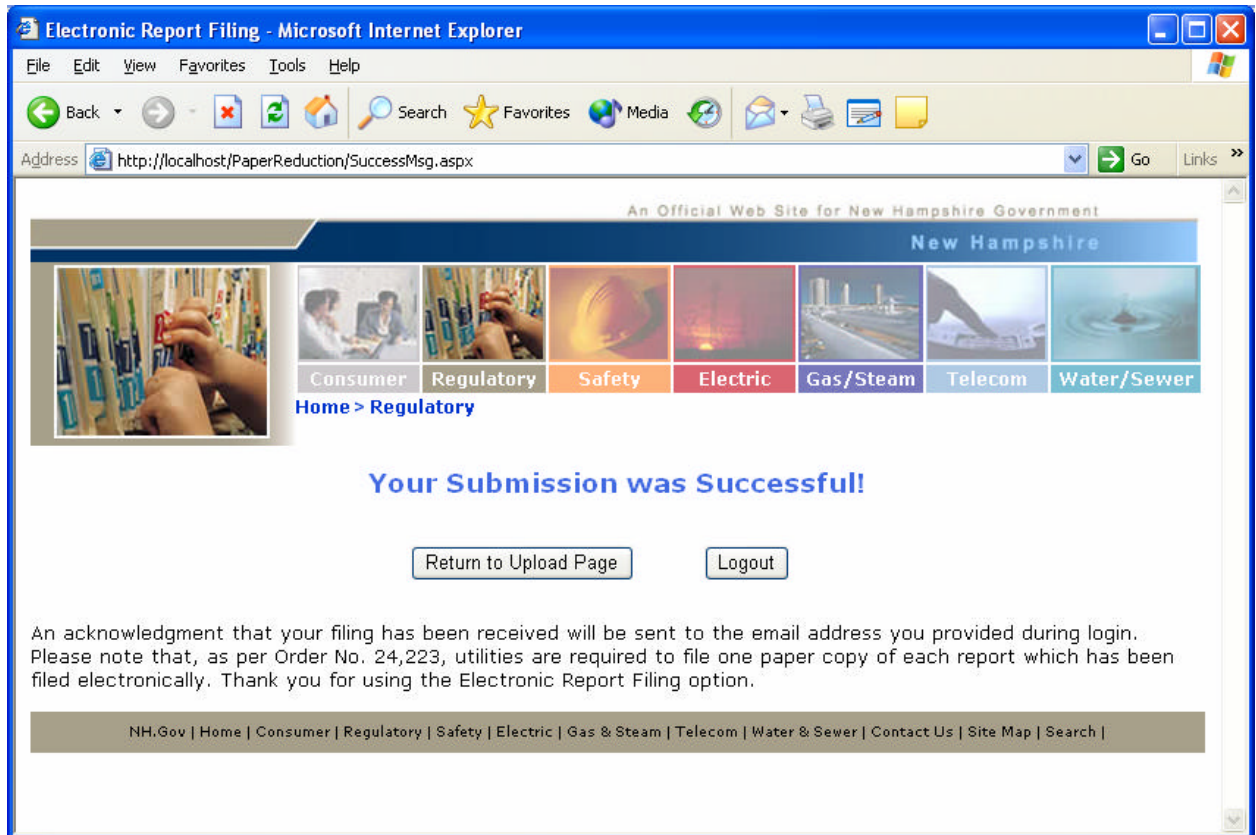
An email acknowledging your submission will also be sent to the email address you used during the login process, as shown in the image shown below. If you need to submit additional files, please click the "Return to Upload Page" button on the "Your Submission was Successful" screen to repeat the above process.